

FAST Track 3090-0297
Screenshots for Login.gov Login.gov Contact Center Survey
Jan 2026-Jan2027

Screen 1 (Introduction)

Displayed to all respondents.

Survey Completion
0% ————— 100%



Please share your feedback on your recent interaction with the Login.gov Contact Center. Your responses help us identify ways to make your experience better.

This survey should take no more than 2 minutes.

Thank you for your valuable time and feedback.

[Form Approved OMB# 3090-0297 Exp. Date 07/31/2026 and Privacy Policy.pdf](#)

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Link at the bottom of the above page goes to a pdf displaying the PRA statement. See screenshot below.

Paperwork Reduction Act Statement
OMB No: 3090-0297
Expires 07/31/2028

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 2 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Patrick Dale/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Screen 2

Displayed to all respondents.



Q1. How would you rate your overall satisfaction with the Login.gov Contact Center? **(Response required)**

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Q2. How satisfied are you with the time it took to resolve your case?

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. How easy was it to get the help you needed from the Login.gov Contact Center?

Extremely Difficult	Difficult	Neither easy nor difficult	Easy	Extremely easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 3

Displayed to all respondents.

Survey Completion
0% 100%



Q4. How did you contact the Login.gov Contact Center?

☐ Phone Call

☐ Login.gov Contact Page

☐ Other (please specify)

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Screen 4

Displayed to all respondents.

Survey Completion
0% 100%



Q5. How can we improve the Login.gov Contact Center?

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Submit



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Screen 5 (Closing Message)

Displayed to all respondents.

Survey Completion
0%  100%



**Thank you for your feedback.
Your response has been recorded.**



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